

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
June 26, 2002  
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He disagrees with the requirement that the CA must communicate verbatim, what is being passed from the calling party to them.

**Date of Resolution of  
Complaint:**

November 19, 2001

**Explanation of  
Resolution:**

Diane Aniya, Customer Service supervisor, assisted Mr. Takai with his complaint. Ms. Aniya explained the requirements that Verizon must comply with regarding TRS relay service. Federal rules prohibit the CA from censoring what the customer wants to relay to provide service partly for the deaf, hard of hearing and speech disabled relay users. TTY users use the relay service to communicate with non-TTY users, thus the CA must relay exactly what is typed. Mr. Takai disagreed with the policy and feels it is unacceptable.

Ms. Aniya explained that a hearing person is under no obligation to remain on the line with a TTY customer. Mr. Takai confirmed he has a policy for his agents not to take any abuse when dealing with offensive or belligerent customers.

Ms. Aniya advised him that his complaint would be documented as all TRS complaints are filed according to the processes established by the PUC and FCC. Ms. Aniya also offered to contact the Verizon Hawaii Nuisance Call Bureau should there be repeated complaints on the calling party. Mr. Takai feels Verizon should have the rules changed and said he sympathized with the CA for having to say the swear words.

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**Complaint #2:**

**Date of Complaint:** March 18, 2002

**Name of Complainant  
and Title (if disclosed):** Cheryl Kaster

**Date Referral to TRS  
Provider (if applicable):** March 18, 2002

**Nature of Complaint  
(describe):** Cheryl Kaster said she could not get through to 711 using her Verizon Wireless phone. When 711 was dialed, she reached a recording.

**Date of Resolution of  
Complaint:** March 19, 2002

**Explanation of Resolution:** On March, 18, 2002, Pam Pang, TRS trainer, was notified that Ms. Kaster could not get through to 711 using her Verizon Wireless phone. Pam made a test call from another Verizon Wireless phone and reached the same recording. A trouble call was made with Verizon Wireless reporting the no access to 711 condition.

On March 19, 2002, Verizon Wireless reported the trouble originated in a switch translation and the correction was made. Ms. Kaster was notified about the Verizon Wireless network correction and expressed satisfaction when she successfully connected to 711 from her wireless phone.

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**Complaint #3:**

**Date of Complaint:** April 22, 2002

**Name of Complainant  
and Title (if disclosed):** Kristine Pagano

**Date Referral to TRS  
Provider (if applicable):** April 22, 2002

**Nature of Complaint  
(describe):** Kristine Pagano said a TRS Communications Assistant (CA) used inappropriate language to handle her call to her travel agent. The travel agent's answering machine was reached when the CA placed the call. During the call, Ms. Pagano felt the CA should have used better language in their communication with her. For example, she explained that the CA typed a couple of questions, "well didn't you get the message I typed qq ga" and "did u want to lv a msg q". Ms. Pagano said other CAs use language to convey better service tones, such as "Wud u like to lv a msg q".

**Date of Resolution of  
Complaint:** April 24, 2002

**Explanation of Resolution:** Mrs. Rose Parker, the Customer Service supervisor for the TRS CA, responded to Ms. Pagano's complaint by email.

Mrs. Parker indicated that she had met with the CA to review the complaint and spent time coaching the CA on the words that should be used when relaying to a deaf

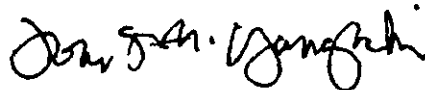
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Office of the Secretary  
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customer and the importance of excellent customer service. Mrs. Parker shared that the CA apologized and learned a valuable lesson. The CA understands how using proper language conveys better customer service.

Ms. Pagano sent an email reply on April 24, 2002 to Mrs. Parker expressing appreciation for her response to her complaint and said TRS has made her life a little easier.

If you have any questions regarding this matter, please feel free to contact me via e-mail at <Hawaii\_PUC@exec.state.hi.us> or by telephone at (808) 586-2020.

Very truly yours,



Joan M. Yamaguchi  
Administrative Director

JY:AK:eh

c: Erica Myers  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW, Room 5-C212  
Washington, DC 20554

LINDA LINGLE

GOVERNOR



**STATE OF HAWAII  
PUBLIC UTILITIES COMMISSION  
DEPARTMENT OF BUDGET AND FINANCE  
465 S. KING STREET, #103  
HONOLULU, HAWAII 96813**

CARLITO P. CALIBOSO

CHAIRMAN

WAYNE H. KIMURA  
COMMISSIONER

JANET E. KAWELO  
COMMISSIONER

June 23, 2003

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-A325  
Washington, DC 20554

Dear Ms. Dortch:

Re: Telecommunications Relay Services ("TRS") Consumer Complaints Log for  
the Period June 1, 2002 to May 31, 2003

In accordance with 47 C.F.R. § 64.604(c)(1), the State of Hawaii Public Utilities Commission ("Hawaii PUC") hereby submits Hawaii's annual log summary of consumer complaints concerning TRS. The complaints described below were received during the 12-month period from June 1, 2002 through May 31, 2003. As required by Federal Communications Commission ("FCC") rules, the Hawaii PUC's TRS consumer complaints log includes the following information:

- The date each complaint was filed;
- The nature of each complaint;
- The date of resolution of each complaint; and
- An explanation of the resolution of each complaint.

The Hawaii PUC and the State's TRS provider, Verizon Hawaii Inc. ("Verizon Hawaii"), received a combined total of five (5) complaints associated with the provision of TRS from June 1, 2002 through May 31, 2003.<sup>1</sup> The complaints were as follows:

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<sup>1</sup>The State Department of Commerce and Consumer Affairs, Division of Consumer Advocacy, did not receive any complaints from consumers relating to the provision of TRS from June 1, 2002 through May 31, 2003.

**Complaint #1:** Received by Verizon Hawaii and the Hawaii PUC

**Date of Complaint:** June 2, 2002

**Name of Complainant and Title (if disclosed):** Jane Knox

**Date of Referral to TRS Provider (if applicable):** June 3, 2002

**Nature of Complaint:** Waited three minutes to access TRS at 6:45 p.m. on June 2, 2002

**Date of Resolution of Complaint:** June 4, 2002

**Explanation of Resolution:** Day/time of complaint showed higher call volumes than projected average. Call duration times were significantly longer than the average duration of 6-7 minutes. Prior to the customer's call, duration times were 40-50 minutes.

**Complaint #2:** Received by Verizon Hawaii and the Hawaii PUC

**Date of Complaint:** September 6, 2002

**Name of Complainant and Title (if disclosed):** Jane Knox

**Date of Referral to TRS Provider (if applicable):** September 6, 2002

**Nature of Complaint:** Waited three minutes on three attempts to access TRS at 8:30 a.m. on September 6, 2002

**Date of Resolution of Complaint:** September 16, 2002

**Explanation of Resolution:** Verizon Hawaii filed with the Hawaii PUC a response letter addressing the customer's concern. Day/time of complaint identified customers making consecutive calls and engaged in longer conversations. Call duration averaged 9.1 minutes, higher than the 5.4-minute usual average. TRS-trained personnel were moved to assist in answering TRS calls.

**Complaint #3:** Received by the Hawaii PUC

**Date of Complaint:** January 13, 2003

**Name of Complainant and Title (if disclosed):** Barbara Fischlowitz-Leong, Executive Director, Assistive Technology Resource Centers of Hawaii ("ATRC")

**Date of Referral to TRS Provider (if applicable):** January 23, 2003

**Nature of Complaint:** Alleged failure to meet minimum requirements for providing Speech-to-Speech ("STS") relay service to telephone users with speech disabilities in Hawaii

**Date of Resolution of Complaint:** June 20, 2003

**Explanation of Resolution:** Complainant did not respond to the Hawaii PUC's March 13, 2003 and June 13, 2003 requests for clarification regarding proceeding with its informal complaint. Complainant was notified that if ATRC did not respond to the Hawaii PUC by June 20, 2003, its complaint would be deemed closed.

**Complaint #4:** Received by the Hawaii PUC

**Date of Complaint:** February 12, 2003

**Name of Complainant and Title (if disclosed):** Jane Knox

**Date of Referral to TRS Provider (if applicable):** February 21, 2003

**Nature of Complaint:** Spent twenty minutes trying to connect to TRS, but got only an ongoing ring or "All CAs are busy" message. Others have also mentioned to complainant that they have not been able to call her during past few weeks because they were unable to reach a CA.

**Date of Resolution of Complaint:** February 21, 2003

**Explanation of Resolution:** Hawaii PUC explained to complainant that complaints must comply with applicable provisions of Hawaii PUC rules in order to be processed and investigated. Asked complainant to file complaint at Hawaii PUC office and in accordance with rules. Hawaii PUC did not subsequently receive any such filing from complainant regarding this complaint.

**Complaint #5:** Received by Verizon Hawaii

**Date of Complaint:** February 26, 2003

**Name of Complainant and Title (if disclosed):** N. Kiyabu

**Date of Referral to TRS Provider (if applicable):** February 26, 2003

**Nature of Complaint:** Upset that Verizon Hawaii is exiting TRS



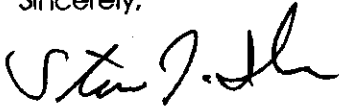
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**Date of Resolution of  
Complaint:** February 26, 2003

**Explanation of Resolution:** Customer was educated that another service provider will continue to provide TRS in Hawaii.

If you have any questions regarding this matter, please feel free to contact Lisa Kikuta at [lisa.y.kikuta@hawaii.gov](mailto:lisa.y.kikuta@hawaii.gov) or (808) 586-2020.

Sincerely,



Steven J. Iha  
Acting Administrative Director

SJI:eh

Enclosure

c: Erica Myers (w/o enclosure)  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau

LINDA LINGLE  
GOVERNOR



**STATE OF HAWAII**  
**PUBLIC UTILITIES COMMISSION**  
**DEPARTMENT OF BUDGET AND FINANCE**  
465 S. KING STREET, #103  
HONOLULU, HAWAII 96813  
June 22, 2004

CARLITO P. CALIBOSO  
CHAIRMAN

WAYNE H. KIMURA  
COMMISSIONER

JANET E. KAWELO  
COMMISSIONER

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

Dear Ms. Dortch:

Re: Consumer Complaint Log Summary Concerning Telecommunications Relay Services ("TRS") for the Period June 1, 2003 to May 31, 2004

In accordance with 47 C.F.R. Section 64.604(c)(1), the State of Hawaii Public Utilities Commission hereby transmits the original and four (4) copies of its TRS Consumer Complaint Log Summary ("Summary") for the 12-month period ending May 31, 2004. An electronic copy of the Summary is also provided on the enclosed 3.5 inch diskette. As detailed in the Summary, a total of 28 complaints were logged regarding the provision of TRS in Hawaii from June 1, 2003 through May 31, 2004.<sup>1</sup>

If you have any questions on this matter, please do not hesitate to contact Lisa Kikuta at [lisa.y.kikuta@hawaii.gov](mailto:lisa.y.kikuta@hawaii.gov) or (808) 586-2020.

Sincerely,

A handwritten signature in cursive script that reads "Brooke Kane".

Brooke K. Kane  
Administrative Director

BKK:eh

Enclosures

c: Erica Myers, Federal Communications Commission (w/o diskette)

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<sup>1</sup>Through the month of June 2003, the State of Hawaii's TRS provider was Verizon Hawaii Inc., which reported receiving no TRS complaints for the month. Effective July 1, 2003, Sprint Relay Hawaii began providing TRS in Hawaii and remains the current TRS provider.

Hawaii Complaint Log 2003-2004.xls

Tracking #	Date of Compl.	Cat. #	Nature of Complaint	Date of Resolution	Explanation of Resolution
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July-03

3387-I	07/02/03	24	HI customer cannot call relay from her work number. TT#40854	08/12/04	TT number given TT#40854 is no good. Same customer and complaint as 3410 and the problem was resolved on TT 1001052268 for contact 3410I.
3394-I	07/05/03	27	NEW VCO user calling wanting to know when his database profile info would show on his line. TT#1001044080.	08/12/04	TT results - The customer will need to contact the LEC to take care of this restriction, Sprint has no control over it.
3410-I	07/08/03	24	A HI tty customer called to say that she could not make or receive calls from her office. TT#1052268	08/12/03	Contacted customer and verified that the tech had programmed phones for 711. Referred customer to relay Hawaii direct dial. TT was referred to ATT and closed.
3408-I	07/08/03	24	HI tty user unable to reach an agent when calling 711 or the 877# from her home phone. TT#100150311	09/01/03	TT results - 711 dialing issues from the first week of operation in HI - all issues were resolved with all carriers by 9-1-03.
4224Z	07/03/03	23	Opr received as ASSCIII call. TTY tones and then it was several minutes before call got through. Customer said all evening she had to wait to get through to relay.	08/13/03	Account Manager sent follow up letter to customer informing her that her concerns had been addressed and resolved.
4226Z	07/08/03	24	Customer has been having trouble accessing relay via 711 for about a week. There are long hold times with endless ringing and no answer. TT #1001049906 asap.	07/28/03	Sprint tech reported that Sprint will contact local provider - this is a known issue. Account Manager contact customer and the issue has been resolved.

August-03

3042-J	08/18/03	24	Customer could not reach relay operator. TT1001146383.	08/18/04	TT results - TT closed as this issue is being referred to T & I for investigation. Account Manger has had ongoing conversations with the VCO customer who was converted to CapTel.
3015J	08/13/03	29	Customer said that Sprint is not letting customers know if the call being made is LD or local the macro just repeats the number being dialed.	11/01/04	Relay HI changed local calling area from 40 miles to assured that all same island calls were toll free to match the long standing practice of the LEC - verizon.
4273Z	08/31/03	2	HI TTY user frustrated that agent did not type everything and did not follow customer notes.	09/05/03	Agent followed customer notes. Instructions were unusual and may not be possible for agents in general to comply with.

Hawaii Complaint Log 2003-2004.xls

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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September-03

4279Z	09/07/03	5	HI HCO user frustrated that agent hung up on him.	09/09/03	It was a possible technical problem. Emailed to the caller and explained what happened per the caller's request.
n/a	09/08/03	24	Customer has experienced difficulty dialing 711 from her Verizon cell phone	10/10/03	It was a technical problem with Verizon Wireless. Sprint Operations contacted Verizon and the problem was resolved.
n/a	09/08/03	33	Customer uses Verizon LEC - Her Verizon calling plan allows for free inter-island calls. When she - or her tenant - places inter-island calls through Relay Hawaii, she incurs toll charges. She has experienced difficulty obtaining credit for those calls.	03/03/04	The Hawaii Account Manager (AM) had several contacts with customer. AM apologized for the problem and asked her to forward any bills with charges for inter-island toll charges to the AM's office. AM asked her to announce LD calls with "Please use COC All other carriers" to avoid additional charges. AM met personally with customer in Honolulu on March 30, 2004

# Hawaii Complaint Log 2003-2004.xls

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
<b>October-03</b>					
3178J	10/06/03	1	VCO customer called to say that agent never did not repsond and finally had to hang up.	10/07/03	Reviewed VCO call processing with agent.
3177J	10/06/03	1	VCO customer called to say that agent never did not repsond and finally had to hang up.	10/07/03	Reviewed VCO call processing with agent.
3176J	10/06/03	1	VCO customer called to say that agent never did not repsond and finally had to hang up.	10/07/03	Reviewed VCO call processing with agent.
3175J	10/06/03	1	VCO customer called to say that agent never did not repsond and finally had to hang up.	10/07/03	Reviewed VCO call processing with agent.
3174J	10/06/03	1	VCO customer called to say that agent never did not repsond and finally had to hang up.	10/07/03	Reviewed VCO call processing with agent.
3194J	10/09/03	7	Caller said agent was a slow typist and never gave proper responses.	10/15/03	Discussed complaint with opr and opr will type as soon as caller starts speaking. She will also practice typing at home and review her notes for proper responses.
3195J	10/09/03	3	Caller said agent dialed the wrong number.	10/15/03	Spoke to opr. Next time she will listen carefully to customer's and repeat nbr requested.
11000	10/13/03	26	Customer had garbling problems.	10/18/03	Spoke to agent about call and agent assured that in the future she would call a supervisor for help.
3205J	10/14/03	1	Customer gave opr nbr to dial and operator had a significant pause before call was placed.	10/15/03	Spoke to operator about complaint and she will be careful to dial number requested as quick as she can.
4323Z	10/29/03	21	The caller stated that GTE / Verizon helped him a lot with questions. CA reached ans machine recording. He asked why Sprint took over so I offered to transfer him to customer svc. I apologized for his frustration. He declined and hung up.	11/03/03	No agent number given - unable to follow up.
4314Z	10/16/04	26	Customer is experiencing excessive garbling on relay calls and does not believe it is his equipment. TT # 100128604	05/28/04	Customer was called but received no answer.

Hawaii Complaint Log 2003-2004.xls

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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November-03

3251J	11/28/03	21	Caller said opr did not understand how to access FD numbers.	11/05/03	Reviewed FD procedures with the agent. Informed the agent to type one moment please so the customer is not waiting for a response too long.
3250J	11/28/03	21	Caller said opr did not understand how to access FD numbers.	11/05/03	Reviewed FD procedures with the agent. Informed the agent to type one moment please so the customer is not waiting for a response too long.
3262J	11/28/03	21	Caller said she asked for a supervisor to explain a problem she had with agents. Caller said the supervisor gave an inappropriate response by saying that she was sorry caller had to go through that.		There are no agents in this center with this ID#. Supv. followed relay guidelines.

December-03

(none)					
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January-04

(none)					
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February-04

3050K	02/02/04	3	Caller said agent did not put her call through to the extension she requested.	02/03/04	Coached on the proper procedures that should have been followed.
4454Z	02/28/04	21	Hawaii VCO user frustrated that the use of the message "person hung up Caxxx GA to sk" at the end of each call is a waste of time when making multiple calls.	02/28/04	Customer was satisfied with the ability to contact the account manager.

March-04

(none)					
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April-04

(none)					
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May-04

(none)					
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Hawaii CapTel Complaint Log  
January 1, 2004 - May 31, 2004

Date of Complaint	State Program	Nature of Complaint	Explanation of Resolution or Status	Date Resolved
1/12/04	HI	Captions	Sent email to customer information on how captions are generated and suggested contact with CapTel Customer Service if further assistance is needed.	1/12/04
1/29/04	HI	Sound Quality	Contacted customer to make suggestions and all seems to be fine.	2/10/04
4/28/04	HI	Disconnect/Reconnect during calls	Sent disconnection/ line interference tips.	4/28/04
5/17/04	HI	Disconnect/Reconnection during calls	Shared disconnect memo; referred to engineering to assist with contact with Verizon regarding data quality phone lines.	5/17/04
5/17/04	HI	Disconnect/Reconnect during calls	Shared disconnect memo; referred to engineering to assist with contact with Verizon regarding data quality phone lines.	5/17/04
5/17/04	HI	Disconnect/Reconnect during calls	Shared disconnect memo; referred to engineering to assist with contact with Verizon regarding data quality phone lines.	5/17/04
5/17/04	HI	Disconnect/Reconnect during calls	Shared disconnect memo; referred to engineering to assist with contact with Verizon regarding data quality phone lines.	5/17/04



Relay Hawaii  
June 2002 - May 2003



		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>															
#00	Answer Wait Time													0	
#01	Dial Out Time					6								6	38%
#02	Didn't Follow Database Inst.			1										1	6%
#03	Didn't Follow Cust. Instruct.					1				1				2	13%
#04	Didn't Keep Customer Informed													0	
#05	Agent Disconnected Caller				1									1	6%
#06	Poor Spelling													0	
#07	Typing Speed/Accuracy					1								1	6%
#08	Poor Voice Tone													0	
#09	Everything Relayed													0	
#10	HCO Procedures Not Followed													0	
#11	VCO Procedures Not Followed													0	
#12	Two-Line VCO Procedure Not F													0	
#13	Background Noise Not Typed													0	
#14	Feelings Not Described													0	
#15	Recording Feature Not Used													0	
#16	Noise in Center													0	
#17	Agent Was Rude													0	
#18	Problem Answer Machine													0	
#19	Spanish Service													0	
#20	Speech to Speech													0	
#21	Other Problem Type Complaint					1	3			1				5	31%
<b>TOTAL</b>		0	0	1	1	9	3	0	0	2	0	0	0	16	100%
<b>TECHNICAL COMPLAINTS</b>															
#22	Lost Branding													0	
#23	Charged for Local Call		1											1	9%
#24	Trouble Linking Up		4	1	1									6	55%
#25	Line Disconnected													0	
#26	Garbled Message					2								2	18%
#27	Database Not Available		1											1	9%
#28	Split Screen													0	
#29	Other Technical Type Complaint			1										1	9%
<b>TOTAL</b>		0	6	2	1	2	0	0	0	0	0	0	0	11	100%
<b>MISC COMPLAINTS</b>															
#30	Rates													0	
#31	OSD													0	
#32	No 900 Number													0	
#33	Carrier of Choice				1									1	100%
#34	Network Recording													0	
#35	Other													0	
<b>TOTAL</b>		0	0	0	1	0	0	0	0	0	0	0	0	1	100%
<b>TOTAL CONTACT</b>		0	6	3	3	11	3	0	0	2	0	0	0	25	



LINDA LINGLE  
GOVERNOR



**STATE OF HAWAII**  
**PUBLIC UTILITIES COMMISSION**  
**DEPARTMENT OF BUDGET AND FINANCE**  
465 S. KING STREET, #103  
HONOLULU, HAWAII 96813

June 24, 2005

CARLITO P. CALIBOSO  
CHAIRMAN

WAYNE H. KIMURA  
COMMISSIONER

JANET E. KAWELO  
COMMISSIONER

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

Re: CG Docket 03-123; Consumer Complaint Log Summary Concerning  
Telecommunications Relay Services ("TRS") for the Period June 1, 2004 to  
May 31, 2005

Dear Ms. Dortch:

In accordance with 47 C.F.R. Section 64.604(c)(1), the State of Hawaii Public Utilities Commission hereby transmits the original and four (4) copies of its TRS Consumer Complaint Log Summary ("Summary") for the 12-month period ending May 31, 2005. An electronic copy of the Summary is also provided on the enclosed 3.5 inch diskette. As detailed in the Summary, a total of 16 complaints were logged regarding the provision of TRS in Hawaii from June 1, 2004 through May 31, 2005.

If you have any questions on this matter, please do not hesitate to contact Lisa Kikuta at [lisa.y.kikuta@hawaii.gov](mailto:lisa.y.kikuta@hawaii.gov) or (808) 586-2020.

Sincerely,

A handwritten signature in black ink that reads "Brooke K. Kane".

Brooke K. Kane  
Administrative Director

BKK:eh

Enclosures

c: Dana Jackson, Federal Communications Commission (w/o diskette)  
Jane Knox, Sprint Relay Hawaii (w/o enc.)



jane.knox  
TRS Account Manager

Relay Hawaii  
Mailstop HIHOND0101 - 126  
925 Dillingham, Room 126  
Honolulu, HI 96817-4506  
Fax 808.847.9508  
TTY 866.835.8169  
Voice Mail 808.780.4863  
jane.p.knox@mail.sprint.com

Friday, June 17, 2005

Lisa Kikuta  
Chief Researcher  
State of Hawaii  
Public Utilities Commission  
465 S King Street Rm 103  
Honolulu, HI 96813

Aloha Lisa,

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services  
for Individuals with Hearing and Speech Disabilities, CG Docket No. 123

Aloha Lisa,

Sprint Relay Hawaii is providing you with the following information to support your  
filing with the FCC for the State of Hawaii:

- Annual Complaint Log which includes the number of complaints received from June 1, 2004 through May 31, 2005 that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.
- Annual Tally Report with total complaints by category to give you an overall view.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You will need to make clear that it is a reference to the CG Docket 03-123, as above.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software) on or before Thursday, July 1, 2005. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
445 12th St., SW, Rm TW-B204  
Washington, DC 20554

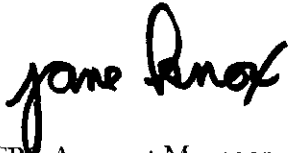
Please also note that your state is also encouraged to send an additional printed copy on or before July 1st, to the Consumer & Governmental Affairs Bureau of the FCC to:

Dana Jackson, Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12th St., SW, Rm CY-C417  
Washington, DC 20554  
or by email: [Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov)

For your reference, Sprint has included a copy of the FCC Public Notice from June 16, 2005 requiring this action.

Should you have any questions concerning this report, please contact me.

Mahalo for your support,

A handwritten signature in black ink, appearing to read "Jane Knox". The signature is written in a cursive, flowing style.

TRS Account Manager  
Sprint Relay Hawaii



Relay HI  
6/04 - 5/05

SERVICE COMPLAINTS												TOTAL	PCT.
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	0	0	0	1	0	0	0	0	0	0	0	1	40%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	20%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	1	0	0	0	0	0	0	0	0	20%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	1	0	0	0	0	0	0	20%
TOTAL	0	0	0	2	1	1	0	0	0	0	0	1	5
TECHNICAL COMPLAINTS													
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Line Disconnected	0	1	2	2	1	0	0	0	1	0	0	0	64%
#26 Garbled Message	0	0	0	0	0	0	0	0	1	1	0	0	27%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	1	9%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	1	2	2	1	0	0	0	2	1	1	1	11



Relay HI  
6/04 - 5/05

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
MISC COMPLAINTS													
ies	0	0	0	0	0	0	0	0	0	0	0	0	0
D	0	0	0	0	0	0	0	0	0	0	0	0	0
900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
rier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
etwork Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
er	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	1	2	4	2	1	0	0	2	1	1	2	16

Complaint Tracking for HI Traditional TRS (06/01/2005 - 05/31/2005). Total Customer Contacts: 6 (Page 1 of 4)

	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	Complaint: I asked agent to dial Cable Company menu and she did not let me choose menu and said "too late we are waiting for live person". This is not acceptable.	05/12/05	Discussed with operator. No follow up requested.
5	TTY customer says that 711 is no longer working at her business number for about a week now. She says it always worked before. Apologized for problem. Explained that businesses need 711 programmed into the phone system in order to work (she said it had been). Opened TT#1002575438. Follow-up requested.	05/24/05	Customers internal PBX was failing to transfer 711 TTY calls to Relay Translation number. Customer was supported by Sprint Hawaii IT support - problem is resolved. Acct Manager followed up with email to customer providing additional contact informat
4	Caller stated agent was rude, disrespectful. Also that agent did not type anything to caller for 10 min. and that agent hung up on caller intentionally. I apologized and thanked the caller for informing me. Caller requested follow up call	09/27/04	T.L. met w/agent who remembered call. Inbound was disconnected by assisting super. for caller using foul language toward agent and not providing another number to dial. Follow up call 9/27 4 pm, 4:30 pm, 4:55 pm--all 9/28 2 pm, 3 pm--busy; 9/29 9:10
4	Caller upset. CA dialed before caller could finish instructions he needed to expedite call. Says he always provides this info. Is frustrated w/Sprint & its call processing. Talked w/Cust Svc & mgrs, still feels frustrated by Sprint's "wasting" his time. Needs follow-up--allow for VERY LONG answer time. Caller mobility impaired. please followup.	09/28/04	Put cust note in making sure CAs get all info. before dialing. Reviewed steps w/CA. CA demonstrated correct steps; waiting for "GA" prior to dialing out; typing all REC's completely, not assuming anything unless instructed by caller. Faxed to Monica o
4	VOICE CUSTOMER COMMENTS: "Operator 3807 was rude. This operator would not repeat the operator number. I didn't like the voice tone used. She sounded like she was trying to change her voice by holding her nose. She hung up on me when I asked to speak to a supervisor." CSR: "Thank you for calling. This will be investigated further and if you like we can follow up with you." No follow up requested.	10/18/04	This was discussed with operator 3807.
	Customer was trying to reach her neice on the mainland. Told agent she did not want any charges going to either party. She also stated she had a calling card for the operator. Operator said "one moment pls". Came back got fast busy signal and operator hung up on caller. Caller called back and repeated above. Operator asked for supervisor. Supervisor spoke to caller. Caller then asked operator to process call. Opr did not take calling card info and hung up on caller.	12/01/04	Coached agent on the importance of proper procedures. Also coached on the importance of being professional when speaking to customer.

Complaint Tracking for HI CapTel Only (06/01/2004-0 /2005). Total Customer Contacts: 10 (Page 2 of 4)

of aint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
'04	Disconnect/Reconnect during calls	7/1/04	Sent customer information explaining the difference between a CapTel p and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
'04	Disconnect/Reconnect during calls	08/03/04	Sent customer information explaining the difference between a CapTel p and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
'04	Disconnect/Reconnect during calls	08/05/04	Sent customer information explaining the difference between a CapTel p and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence.
'04	Disconnect/Reconnect during calls	9/22/2004	Sent customer information explaining the difference between a CapTel p and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter in the mail with tips to reduce their occurrence. Ongoing tech support available, if needed.
'04	Disconnect/Reconnect during calls	9/30/2004	Sent customer information explaining the difference between a CapTel p and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
'04	Disconnect/Reconnect during calls	10/11/04	Sent customer information explaining the difference between a CapTel p and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips on what to explore with the telephone company. Customer has had disconnection with dial up internet use. Will explore this with telephone provider.
'05	Technical Disconnection	02/18/05	Informed customer that the captionist reported an isolated technical difficulty during the call. Apologized for this incidence.
'05	Accuracy of captions; Disconnect/Reconnect during call	02/18/05	Customer shared feedback regarding accuracy of captions. Customer Service Rep thanked customer for the feedback and informed customer the feedback would be shared with appropriate captioning service staff. Discussed causes of disconnections. Assured customer CA will never hang up on a call unless they have visual indication at their end the call connection has been terminated at one end.
'05	Accuracy of captions; Disconnect/Reconnect during calls	3/24/2005; 4/1/2005	Suggested customer document the date, time, CA #, and explain experience for any future calls. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence. 4/1/05 Customer notes dropped characters in one example that illustrates line/network effect rather than service transmission.

Complaint Tracking for HI CapTel Only (06/01/2004-0 /2005). Total Customer Contacts: 10 (Page 3 of 4)

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
04/15/05	Accuracy of captions	04/15/05	Customer provided samples with words missing letters and characters; explained to customer voice recognition transmits whole words, thus this represents phone line transmission issues rather than CA spelling/inaccuracy issue. Investigating with the customer to determine if there is a way to remedy the line quality circumstances.



ommendations Tracking for HI Traditional TRS (06/01/2

05/31/2005). Total Customer Contacts: 9 (Page 4 of 4)

Nature of Complaint	Date of Resolution	Explanation of Resolution
Customer stated agent was extremely helpful and patient with her. She was a first time relay user and she said agent did an outstanding job. Thanked customer for their feedback.	01/21/05	
Caller stated operator was absolutely wonderful! Most times I get people who don't know what they're doing but she was great. She deserves to be recognized for a job well done. Thanked caller for letting us know.	02/17/05	Informed operator of a job well done and posted a certificate in center.
SRO user wanted to commend operator for the great service we provide. Caller also said without our service millions would suffer. Thanked caller and posted a commendation certificate in center.	03/31/05	
Commendation: Caller just wanted to compliment operator for doing an excellent job. Informed operator of a job well done. Posted certificate in the center. No follow up requested	05/04/05	
I wanted to tell you how great you all. I tried other centers but you all are the best. Thanked customer for kind words. Follow up requested. Attmpted to call customer four times, no answer. Tried faxing the letter, fax machine would not pick up.		Internal Update Performed
Agent did a good job on this call.	07/12/04	Thanked customer for feedback.Informed operator and posted commenco
Caller said operator was very nice and professional with a pleasant voice. see resolution	10/19/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. b and CA's name on Wall of Fame.
A Georgia Customer calling through HI relay said the agent was just great and very patient with the caller RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation	05/25/05	RCS Thanked the customer for letting us know of this agent's good work wanted a copy of commendation.
Customer Comments: I want to thank you for 3811f who is very patient, helped me with a lot of calls. I really appreciate the good service provided by Sprint Relay. Thanked the caller.	11/02/04	Thanked Customer and assured that CA would receive a cert. of commendation which customarily consists of a balloon, snack, 15 min. b and CA's name on Wall of Fame.